

Clinical Risk Management Specialty Resources At A Glance

Specialty Service	Description	Benefit for Employees (and Covered Dependents)
Patient Advocacy Programs	Nurses and physicians who directly assist the employee to navigate the complexities of healthcare today	Employees who are newly diagnosed with a complex medical condition are often overwhelmed as they grapple with the diagnosis itself. Determining the best hospital to use and doctors to consult, let alone getting a timely appointment, can be quite stressful. A patient advocate is a coach and facilitator, there to answer your employee's difficult questions and help schedule appointments. They are also experts at coordinating domestic and international air ambulance services.
Physician Advisory/Peer Review Services	Independent physician advisors	It can be helpful for employees to know that an objective, independent physician has reviewed a complex plan of care and agrees that it is evidence-based and appropriate.
Oncology Management	Programs designed to assure quality and cost-effective cancer care	A cancer diagnosis evokes fear. Accessing Berkley's Oncology Management program helps to reduce that fear by confirming that each patient has been given an accurate diagnosis and that treatment is evidence-based to promote the best possible outcome. Employees who have been diagnosed with rare forms of cancer also benefit by referrals to cancer centers of excellence facilities for consultation or treatment.
Specialty Pharmaceutical Services	Access to high-cost specialty drugs at competitive prices	Employees who need specialty drugs often face very high co-payments and additional expenses traveling to and from an outpatient center or physician's office for infusions. These services not only offer competitive pricing for specialty drugs, but also help the employee find co-pay support and transition care into their home, if appropriate.
Negotiators and Bill Auditors	Independent bill negotiators and claim auditors	These services assure that the care provided has been properly billed and fairly priced.
Specialty Case Management	Case managers who have extensive experience in complex and rare medical conditions	Not all case managers are created equal. The Specialty Case Managers that are a part of Clinical Risk Management's Specialty Resources are proven experts in their field. They provide employees with the utmost exceptional case management services in an extremely caring, compassionate, thorough, and professional manner.
Neonatal Management	Case managers and physicians with extensive experience managing premature and medically complex babies	Employees gain access to case managers who are experts in assuring premature infants and infants born with congenital issues receive the best possible care. These case managers understand the special concerns and educational needs of the parents and act as a resource every step of the way. Case managers consult physician specialists, if needed, to assure the baby gets the best care possible.
Transplant Management	Access to nationally renowned transplant centers of excellence facilities at competitive prices	This program is designed to work with your administrator and case manager to assure that employees have access to transplant facilities known for their excellence, in terms of overall outcomes and appropriate waiting times.
Dialysis Services	Services designed to manage out-of-control billing for dialysis services, without limiting access	Berkley's Dialysis Services are designed to offer an employee the freedom to choose their dialysis provider without limiting access. Our approach also reduces an employee's out-of-pocket cost, compared to other strategies that simply label certain dialysis providers out of network. Case managers are available to help employees determine the best dialysis provider in their area.
Hemophilia Management	Specialized, licensed pharmacies that can ensure quality and deliver prescriptions in all 50 states	The clinical management of hemophilia is complex and challenging. Berkley's specialty partners can ensure that dosing is appropriate and consistent with current medical guidelines. They also have on-staff nurses and registered pharmacists to answer patients' questions and help coordinate their care needs.